



# HUMAN RESOURCE MANAGEMENT

“Creative and Design Thinkers”

COURSE FINAL OUTPUT - MGT1106  
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JANUARY - MAY 2023

## Human Resource Manpower Plan for Chef Donburi

Presented to  
the Faculty of Business  
Administration Department  
Institute of Accounts,  
Business and Finance  
Far Eastern University - Manila

In Partial Fulfillment  
Of the Requirements for the Degree  
Bachelor of Science in Business Administration

### Proponents:

**FAMILLARAN, HANAH ERICKA BEA, M.**  
Email: 2021049991@feu.edu.ph  
Institute of Accounts, Business and Finance  
Far Eastern University - Manila

**GABAYAN, KATHLEEN MAE, A.**  
Email: 2021048911@feu.edu.ph  
Institute of Accounts, Business and Finance  
Far Eastern University - Manila

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### Corresponding proponent:

**Cada, Leonardo Jr. F.**  
Email: [lcada@feu.edu.ph](mailto:lcada@feu.edu.ph)  
Institute of Accounts, Business and Finance  
Far Eastern University - Manila



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## Overview of the Business

Chef Donburi is a Japanese food business that was launched by Rante Oas on February 11, 2020. At first, they were only offering food



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delivery service due to the fact that they started during the pandemic when people were not supposed to be outside to avoid the risks of getting covid-19 virus. And as of now, they are currently offering takeouts and dine-in for a limited number of people in their branch at 42 C. Jose Street Malibay, Pasay City. Furthermore, they offer affordable Japanese foods such as udon, ramen, sushi, katsu, bento, and others at affordable prices ranging from 110- 295 PHP. And they offer services such as dine in, take out, and delivery.

**Legal Structure:** Sole Proprietorship

**Location:** 42 C. Jose Street Malibay, Pasay City, Philippines  
44 C. Jose Street Malibay, Pasay City, Philippines

**Products Offered:**

DONBURI	ALA CARTE	MAKI	SUSHI	RAMEN	UDON	NOODLES	SALAD
Chicken Katsudon	Gyoza	California Roll	Kani Sushi	Gumoku Ramen	Gumoku Udon	Japanese Mayo Pasta	Mixed Chicken Salad
Pork Katsudon	Wanton Fry	Futomaki Roll	Tamago Sushi	Seafood Ramen	Seafood Udon	Pork Yakisoba	Mixed Kani Salad
Beef Gyudon	Kani Fry	Tamago Maki Roll	Spam Sushi	Gyoza Ramen	Gyoza Udon	Beef Sukiyaki	
Chicken Oyakodon	Kani Tempura	Cheese Maki Roll	Mixed Sushi	Miso Ramen	Miso Udon	Spicy Yukidon	
Chicken Teppanyaki	Chicken Katsu	Spam Maki Roll		Chicken Kaarage Ramen	Pork Chashu Udon		
Chicken Teriyaki don	Beef Teriyaki	Tempura Maki Roll		Yakiniku Beef Ramen	Chicken Kaarage Udon		
Pork Chashu don	Tempura	Kani Maki Roll		Spicy Kimochi Ramen	Yakiniku Beef Udon		

*Table 1. Products Offered in Chef Donburi*

**Mission:**

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To be able to deliver authentic and tasty Japanese delicacies at your doorstep.

## **Vision:**

To be the most patronage Japanese food business that offers people the opportunity to satisfy their cravings and taste buds with quality and mouth-watering Japanese foods yet on budget-friendly costs

## **Introduction**

In the Philippines, the practice of human resource management is governed by a very elaborate legal framework (Selmer & De Leon, 2001a)<sup>1</sup>. This means that every business needs to follow certain regulations and laws to legally and fully operate their business here in the Philippines. There are also a lot of regulations that cater to the benefits and rights of every employee to ensure fairness and truth. For instance, the working hours, wages, night shift differential, overtime, undertime, health and safety. This is very critical to every business since the backbone of their success is their employees. They need to give the proper treatment, benefits, and rights that their employee deserves.

On the other hand, Filipinos are affected by the Filipino core values, consisting of three elements which are *kapwa*, *damdamin*, and *dangal*. In *kapwa* or relational standard, it encompasses the idea of equality of status and inclusion in an organization. While in *damdamin* or



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emotional standard, which emphasizes how significant emotions and their associated feelings are to Filipinos. According to Selmer and De Leon (2001b)<sup>ii</sup>, "This concept underlies much of the Filipino way of relating to all people, events, situations, conditions and activities." And lastly, in *dangal* or moral standard, which is concerned with societal respect and morality. In the context of confidence as well as dedication to cherished ideals, beliefs, actions, and individuals, it represents the Filipino identity as an ethical principle.

The purpose of this paper is to understand the importance and roles of Human Resource Management to the businesses. Also, the importance of the Human Resource Manpower Plan to better assess the functions of different departments with the help of its tools, matrix, and flowcharts. It would benefit the business to know which staffing management needs to develop and improve their ways to make the business an employee friendly organization.

## **The purpose of this paper shall respond to the following queries:**

- 1.) Given that Chef Donburi is a sole proprietorship business, what is the nature of their human resources management?
- 2.) How is the human resources manpower plan for Chef Donburi fitted with various SDGs?



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## Staffing Management

Staffing management is known as the procedures and methods the business uses to find and keep personnel over a long period of time. According to Calvello (n.d.), "Staffing management is essentially the plan businesses put in place to identify and acquire the talent it needs across all departments."<sup>iii</sup> In addition, processes, techniques, and strategies must be followed and implemented to locate, hire, and keep staff members within a business are the components of a Staffing Management. Hence, it possesses finding new applicants, hiring talented people, integrating new workers into the workforce, and keeping staff members, which makes it an essential in every business. And as stated by McQuerrey (2019), "Employees who are well-managed and well trained are better prepared to do their jobs and serve your customers, which can lead to better profits, happier clients and an increase in repeat business."<sup>iv</sup>

### A. Staff Acquisition or Recruitment and Selection

Staff Acquisition or Recruitment and Selection is "the process a hiring team follows with a job candidate to give them all the information they need in order to make a decision on selecting who to hire" (Team, 2023)<sup>v</sup>. It entails actions such as the initially scheduled





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interview over the phone for the purpose of screening, the face-to-face interview, the verification of identity or background, and then the actual employment offer. The following guide contains all the details and information a business needs for developing an approach to selection that works well.

Chef Donburi is committed to hiring the best-qualified applicants while actively involved in recruitment and selection procedures that comply with all appropriate employment laws and regulations. And since it is a food business, they should recruit and select suitable applicants as they are supposed to provide extra care for their valuable customers. The process of staff acquisition would help as it includes an interview, where the applicant is evaluated if they are fit for the job. And if they pass the interview and get selected by HR, they will have to attend training programs where they will enhance their knowledge and skills related to the hiring job. And lastly, after months of training and practice, if the applicant does fit and is effective, there's a high chance that they can be a regular employee.

Overall, in order to create a productive motivated workforce, you must recruit wisely and possess a clear grasp of the kinds of workers you employ. "Good recruitment is vital, especially when labour markets are tight. It ensures that the workforce has the relevant skills and abilities for the organisation's current and future need" (*Recruitment Process Overview / Factsheets / CIPD*, n.d.)<sup>vi</sup>.





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## RECRUITMENT & SELECTION

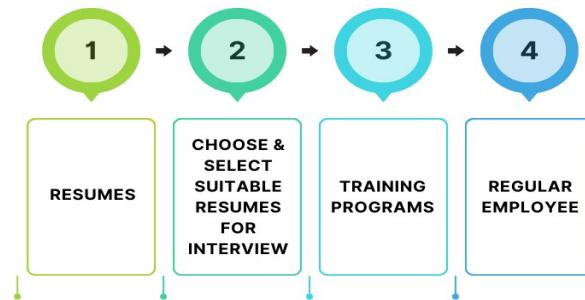


Figure 1. Recruitment & Selection process of Chef Donburi

## B. Resource Calendars

EMPLOYEE	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
—	—	—	—	—	—	—	—
EMPLOYEE #1	2:00 – 10:00 PM	2:00 – 10:00 PM	DAY-OFF	10:00AM–10:00 PM	CLOSED	10:00AM–10:00 PM	11:00AM–10:00 PM
EMPLOYEE #2	2:00 – 10:00 PM	2:00 – 10:00 PM	1:00 – 10:00 PM	DAY-OFF	CLOSED	10:00AM–10:00 PM	11:00AM–10:00 PM
EMPLOYEE #3	2:00 – 10:00 PM	DAY-OFF	1:00 – 10:00 PM	10:00AM–10:00 PM	CLOSED	10:00AM–10:00 PM	11:00AM–10:00 PM
EMPLOYEE #4	2:00 – 10:00 PM	2:00 – 10:00 PM	1:00 – 10:00 PM	10:00AM–10:00 PM	CLOSED	10:00AM–10:00 PM	DAY-OFF
EMPLOYEE #5	2:00 – 10:00 PM	2:00 – 10:00 PM	1:00 – 10:00 PM	10:00AM–10:00 PM	CLOSED	DAY-OFF	11:00AM–10:00 PM

Table 2. Resource Calendars of Chef Donburi

Resource calendars are used in a business to keep track of when resources are accessible, as well as how many hours they have to fulfill and accomplish a given task. Also, these serve the purpose of making schedules of project activities and assessing team members' efficiency, feasibility, and availability. As claimed by Lockhart (2023), “A resource



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calendar should be created at the beginning of a project and updated regularly as the project progresses and new information is learned."<sup>vii</sup> The employees involved in the business and their availability should be taken into account. Furthermore, the resource calendar should also consider any holidays and non-working days or instances when the employee will not be available because of off-duty, vacation, maternity leave, and leaves of absence.

Chef Donburi prioritizes their employees due to the fact that employees are one of their essentials since they are in the food industry, where employees such as cooks, and staff make up the business. Moreover, Chef Donburi is closed every Thursday and has a total of 5 employees, with each one of them having a choice to have one day-off in a chosen week.

## C. Training and Talent Management





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*Figure 2. Talent Management Process of Chef Donburi*

In executing training and talent management, a business can effectively retain and attract their employees to continuously work and develop and improve their skills. “Training and talent management are essential elements of any strategic human capital management program that simply cannot be overlooked. If you do not understand the unique training and development needs of your team members, you simply are ignoring the greatest return” (Dash Career Fox Pvt. Ltd, n.d.)<sup>viii</sup>. Investing is an essential part of expanding your business, however this is not only limited to material things, but a business can also invest in the human workforce. If this strategy is executed well, employees can contribute larger profits in the long run.

Especially in the case of Chef Donburi, their staff needs to be trained on how to properly approach and serve their customers and how to prepare the foods asked by the consumers, to increase the level of productivity, and enhance better performance to satisfy both consumers and business. In addition, this can also give staff self-satisfaction since they can have the opportunity to grow personally and professionally. Moreover, it is better to assess employees based on their performance to identify which part they lack to give emphasis on the training.

## D. Development

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*Figure 3. Example of Development for Chef Donburi*

Development plays an important role in your business because you need to continuously adapt to rapid change in consumers preferences and likings. A business needs to innovate and develop their products or services to have better competition in the industry. Business development is a set of activities, initiatives, and ideas that help improve a company (Send Pulse, 2023)<sup>ix</sup>.

Recently, Chef Donburi expanded their business by adding one branch. They have one branch for those people who want to dine in their restaurant, it is big enough to cater around 6 - 10 people at a time. And they have another branch for those people who want to take home their orders. They also created a Facebook page to reach larger customers and they currently have 1.7k followers. In addition, they



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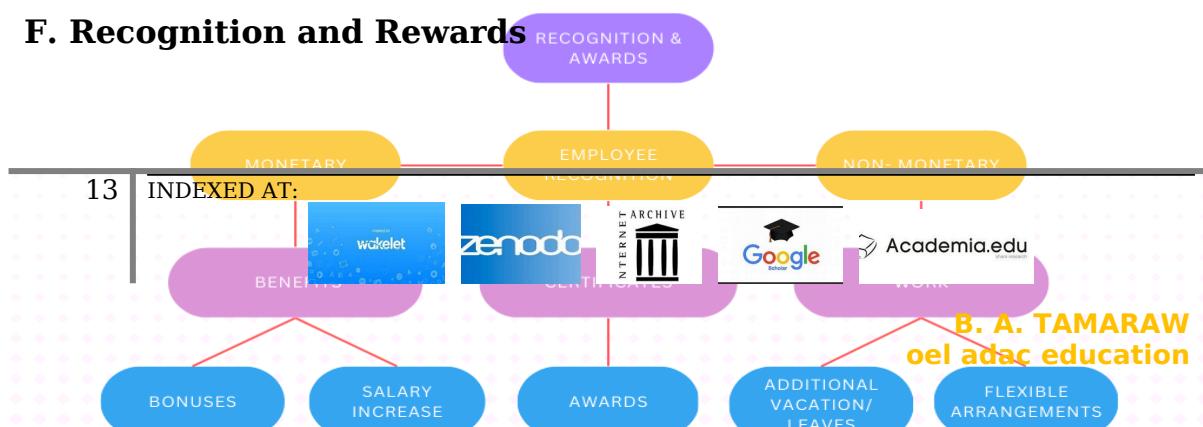
occasionally introduce new Japanese delicacies to add in their menu to give consumers larger preferences.

## E. Performance Reviews

A performance review is considered a business essential component of the continuous conversation involving managers and staff employees of the business. Also, "It summarizes ongoing performance and development conversations and provides a record of past performance and expectations for work moving forward" (*Performance Reviews / MIT Human Resources*, n.d.)<sup>x</sup>. An employee's performance, effectiveness, contributions, and skills are evaluated with the expectations of his or her work throughout the performance review process. According to Azmi (2023), "This provides a uniform platform to measure financial rewards, selection for promotions, or assignments to important projects for each candidate."<sup>xi</sup> Therefore, performance reviews will help not only the business, but also the employees, to know the areas that are lacking and need more improvement.

In Chef Donburi, with this, it can enable the human resource department and the business to learn and understand the strengths and weaknesses of their employees. It is important because of the fact that this will help them evaluate whether the employee has potential and is suitable for the job or not.

## F. Recognition and Rewards





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*Figure 4. Example of Recognition and Rewards for Chef Donburi*

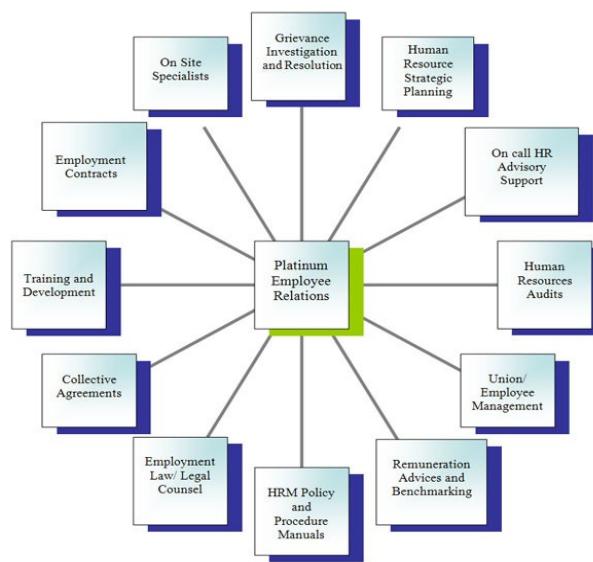
Happiness among employees in a business can be boosted through rewards and recognition, which can also contribute to a healthy and enjoyable work environment. “Rewards and recognition are important tools that can be used to motivate employees and improve their performance. Rewards can include things such as bonuses, raises, or special privileges, while recognition can come in the form of words of appreciation or awards”

(*Rewards and Recognition: HR Terms Explained / Quit Genius*, n.d.)<sup>xii</sup>. Therefore, it can encourage the employees to put in more effort and produce more favorable outcomes by improving their work and performance.

In Chef Donburi, their employees are very important. So, they give their employees monetary and non-monetary rewards, which include bonuses and flexible arrangements. These rewards make their employees happy and satisfied with their work. And when employees are delighted and pleased with their work, they would create a

peaceful and enjoyable environment among the employees and in the business.

## G. Employee and Labor Relations



*Figure 5. Example of Employee and Relations for Chef Donburi*

“Employee and Labor Relations provides proactive assistance to staff, supervisors, and HR professionals regarding conflicts, University policies and procedures, and staff performance, among other issues or questions that may come up in the workplace” (University of Pittsburgh, 2023)<sup>xiii</sup>. It is important in a business to resolve the conflicts within the organizations to maintain and develop the relationship between employees. Since it is hard to work in a place where you feel threatened by the people around you.



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Its primary role is to give advice and assistance to those who seek professional growth. It is best to have a good relationship with your colleagues since you work together to reach a goal that will benefit both of you in the long run. Instead of bringing each other down, it is best to help one another to rise up.

To resolve existing conflicts between employees or management and employees, Chef Donburi conducts monthly meetings to ask them about their work. They ensure that they have good communication to establish good relationships with each other. Also, they are very transparent when it comes to their employees' rights to build trust, connection, and belongingness within the business.

## H. Health and Safety Programs



Figure 6. Example of Health and Safety Programs for Chef Donburi

The duty of the company is not only limited to giving salary but to also ensure the safety of the employees in the workplace. "Given their



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responsibility for people, culture, and associated policies and procedures, human resource management plays a critical role in supporting workplace health and safety" (Lumen Learning, 2019)<sup>xiv</sup>. They should have enough resources, training, and evaluation to ensure that employees are prepared when fortuitous events take place. Moreover, this also includes violence, harassment, threatening and intimidation that takes place in the organization. It is the right of every employee to feel safe and respected, that is why companies should also invest in the security of the people who work for them since they are the paramount in the business.

Chef Donburi always ensures and prioritizes the safety of their staff when they are preparing foods for their consumers. They wear safety work clothes like aprons and hair nets to prevent burning (oil and fire) themselves. They also conduct monthly evaluation and inspections to maintain the safety use of cooking equipment such as LPG, air ventilation, and burners.



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## Recommendation

In preparing the HR Manpower Plan we have discovered other aspects that are essential in the business. And each of those characters have distinct roles they need to perform efficiently to make the business profitable in the market. On top of that, for us, human resources have a significant contribution in the business since they need to make sure that people and the organization itself is working at its best. They need to assess, identify, develop, and implement strategies that would help the company and the employees to grow personally and professionally.

1.) The nature of human resources management in sole proprietorships like Chef Donburi may seem to be easy. However, everything becomes more challenging when the business expands and hires more employees, the operational and legislative duties assigned to human resources development, and those before-simple duties swiftly escalate into significant and major issues. Generally speaking, this includes all benefits, wages, recruiting, hiring, terms and conditions, and legally binding procedures at all three levels of government. With this, we recommend that Chef Donburi create and maintain an employee handbook. According to Diaz (2021), an employee handbook is "a document that allows employees to know what is expected of them in terms





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of conduct, responsibilities, commitment, and performance."<sup>xv</sup> Therefore, an employee handbook is significant to any business regardless of its structure, model, and size. This will help not only the business but also the employees to better and clearly understand the standards of employment, resolve their concerns, access rules and regulations, and become acquainted with what is proper and appropriate in their work environment.

2.) In the process of completing this paper, we have identified different factors why the Manpower Plan for Chef Donburi was fitted with various Sustainable Development Goals. Before, the aim of SDG's was to end hunger, poverty, and solve climate change. However, they have developed a new set of goals to aim for in the next few years. "A new set of goals assures not only the urgency of development, but the fact that this development must be sustainable and boost equality" (ICLEI, 2015)<sup>xvi</sup>. And these goals were applied by Chef Donburi on their management. Goal 3: Good Health and Well - Being, Chef Donburi offers products (foods) that are safe and accessible for all. They use authentic Japanese ingredients in preparing and ensure that their utensils and kitchenware are clean. Goal 10: Reduced Inequalities, they hire employees regardless of their genders, age (legal), educational attainment, and ethnicity as long as they abide by procedures and laws of the owner. Goal 12: Responsible Consumption and Production, the production of their products are based on the demand of customers, they do not prepare



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ahead to avoid spoiling and wasting. Chef Donburi practices some Sustainable Development Goals to maintain good relationships between owners, staff, and customers.



Figure 7. Sustainable Development Goals

## Acknowledgement

The proponents of this paper would like to extend their deepest gratitude to those people who made a large contribution in completing this paper. This would not be possible without them contributing their ideas and opinions, showed their support and stayed with us until the completion.

First of all, we would like to thank the Chef Donburi and of course the owner who cooperated and provided us with their precious time to give us all the information we needed to make this paper a success.

We would like to show our utmost gratitude to our professor, Mr. Cada, for guiding us in completing this paper by answering all our queries,



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clarifications, and questions to properly comply with the needed requirements of the paper.

Of Course, to our parents, who have shown their support ever since, who also became our emotional, physical, and mental support in making our paper.

Most of all, to our God Almighty, who gave us knowledge, strength, patience, and courage in facing all the difficulties and problems we have encountered in completing our paper.

Again, we deeply appreciate and value your unending support to us.

## Appendix/Appendices



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Business Administration Department

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**Business Owner-Participant Consent Form**  
Title of the Project: HR Manpower Plan

I, Ronie Oas, agree to participate in the interviews.

I understand that even if I agree to participate now, I can withdraw at any time or refuse to answer any question without any consequences of any kind.

I have had the purpose and nature of the study explained to me by the concern students and I have had the opportunity to ask questions about the study.

I understand that participation involves providing data and information necessary for the students to comply with their HR Manpower Plan Paper, a course requirement equivalent to Final Examination under the course Human Resource Management - MGT 1106.

I understand that I will not benefit directly from participating in this interview.

I agree to my interview being audio-recorded and/or pen and paper recorded.

I understand that all information I provide for this study will be treated under the legal provision of Data Privacy Act of the Philippines.

I understand that in any report on the results of this academic paper my identity will remain anonymous. This may be done by changing my name and disguising any details of my interview which may reveal my identity or the identity of the people I speak about.

I understand that any material data or information from my interview may be quoted in dissertation, thesis, conference presentation, published papers etc.

I understand that signed consent forms, original audio recordings and written recordings will be retained in physical and online storage facilities such as websites and internet archives.

I understand that under freedom of information I am entitled to access the information I have provided at any time while it is in storage as specified above.

I understand that I am free to contact any of the students involved in the interview to seek further clarification and information.

Name and signature of business-owner participant: Ronie Oas

Names and signatures of students: 1. RONALD ESTEBAN TAN 2. KATHLEEN NIÑA A. GARCIA  
3. \_\_\_\_\_ 4. \_\_\_\_\_  
5. \_\_\_\_\_

Date: \_\_\_\_\_



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<sup>ii</sup>

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